

focus on PRIDE

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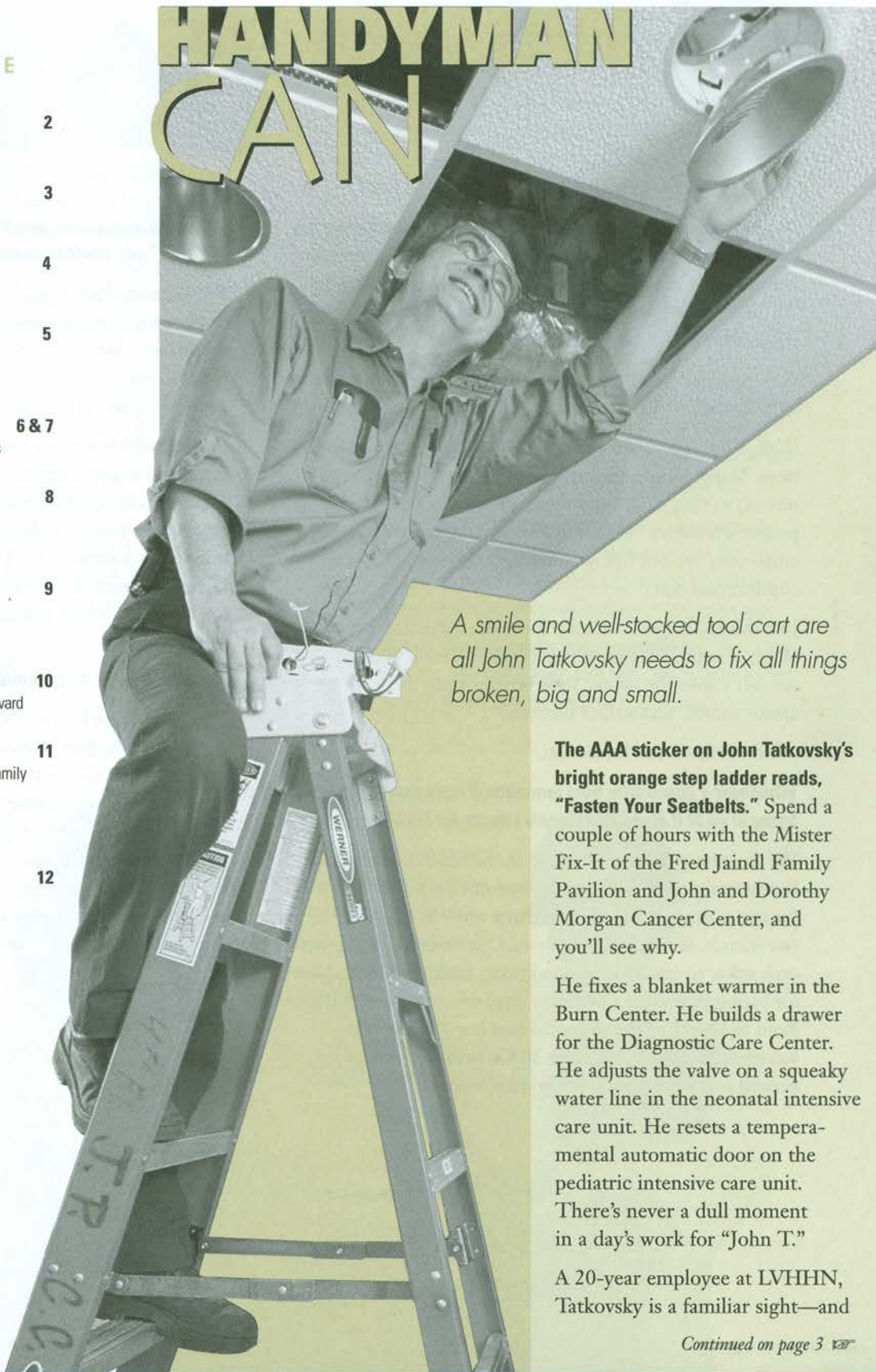
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THE HANDYMAN CAN



A smile and well-stocked tool cart are all John Tatkovsky needs to fix all things broken, big and small.

The AAA sticker on John Tatkovsky's bright orange step ladder reads, "Fasten Your Seatbelts." Spend a couple of hours with the Mister Fix-It of the Fred Jaindl Family Pavilion and John and Dorothy Morgan Cancer Center, and you'll see why.

He fixes a blanket warmer in the Burn Center. He builds a drawer for the Diagnostic Care Center. He adjusts the valve on a squeaky water line in the neonatal intensive care unit. He resets a temperamental automatic door on the pediatric intensive care unit. There's never a dull moment in a day's work for "John T."

A 20-year employee at LVHNN, Tatkovsky is a familiar sight—and

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GIVE ME A V!

THE "V" IS FOR OUR VOYAGE OF TEAMWORK BEHIND THE SCENES

GO TEAM!

Do you know why geese fly in a "V" formation on their journey to warm weather? Scientists say that each bird flapping its wings creates an uplift for the bird immediately following. The whole flock adds at least 70 percent greater flying range than if each bird flies alone.

"Interesting," you think, "but what does this have to do with Lehigh Valley Hospital?"

Well, a lot. The teamwork of geese is like the teamwork here. Many people associate hospitals with doctors and nurses, so they might not think about other talented people who work "behind the scenes." But we know our employees are not flying alone in their voyage to heal, comfort and care.

Just think...What if nobody turns the lights on every day? What if nobody supports our e-mail system? What if nobody cooks the meals, fixes broken equipment, cleans rooms, transcribes records?

We'd fall from our formation.

Whenever a goose falls from formation it feels the resistance of trying to go at it alone and quickly returns for the lifting power.

We are strong because we travel in the same direction and have a common goal. Though some of us never directly care for our patients, we know that many are—or could be—our friends, family and neighbors. Our talents complement each other to ensure ideal conditions, facilities and supplies for caring in routine situations...and when disaster strikes. Read in *CheckUp's* center spread how our "behind-the-scenes-staff" responded when 58 Cedarbrook seniors needed care here after a fire in their home.

When the lead goose gets tired, he rotates to the back of the "V" and another goose flies point.

We all have challenges. We work hard to overcome those challenges. We sometimes get exhausted en route to our destination, but we're still expected to deliver PRIDE. Key to customer service is "colleague service," consistently responding to each other's needs, big and small.

For John Tatkovsky, it means fixing call bells so staff can respond promptly to a patient in need. For Brenda Rocchino, it means helping caregivers choose unit colors and special medical chairs to create a comfortable hospital experience. For Phil Bigg, it means cleaning OR instruments and organizing them in kits ready to go for surgeons. Their stories are sprinkled throughout this edition.

The geese honk from behind to encourage those up front.

There's nothing like a little "honk" of encouragement in our day's work. Even better is a "thank you" for a job well done, a pat on the back to say, "I can't do it without you." Mother-baby staff members showed it when they celebrated colleagues from other departments with a thank-you party (see *"Wow Your Colleagues"* on the opposite page). And you show it, too. We live our network's values, including this one: "We commit ourselves to teamwork, collaboration and honest, open communication."

Thank you, team, for helping us soar on our daily voyage together!

Lou Liehaber
Chief Operating Officer

Continued from page 1

sound—recognizable by the rumble of his well-stocked, 400-pound, portable steel tool cart. “I’ve learned not to go around corners too quickly,” he says with a smile.

As he walks the hallways, it’s clear by the warm greetings that Tatkovsky is a staff favorite. The “little” things he does make him a hit, such as the 19 custom wall clocks he made for the mother-baby unit when it was at LVH-17th & Chew.

Growing up in Allentown, Tatkovsky wasn’t always so handy. He broke more things than he fixed. “My dad didn’t leave anything lying around our house,” he says, adding that his truck driver father used to build miniature ships in bottles.

In this job, staying handy—and in shape—is easy. He estimates that about one-third of his job is going up and down the ladder changing light bulbs. “Some days I feel like I’ve changed a million,” he says.

A self-professed “toy collector”—he has a motorcycle, snowmobile and small fishing boat—Tatkovsky longs for just one more toy. Passing by a window, he stops to watch the MedEvac chopper winding up for another run. His face beams, and he is momentarily captivated by the scene.

“That’s what I want,” he says. “I’m planning on building a single-seater some day. Maybe it’ll happen when I retire. That’ll be my last toy.”

Elizabeth McDonald

“WOW” YOUR COLLEAGUES

Great Colleague Service is Key to Customer Service

On the mother-baby unit, hunger is a lot like babies. It can come at any time. So when a mother-baby nurse called Joan Bowers with an early morning order of white rice for a hungry mom, Bowers made a special and speedy delivery.

“We have to work together,” says Bowers, food service hostess. “If we don’t, things fall apart.”

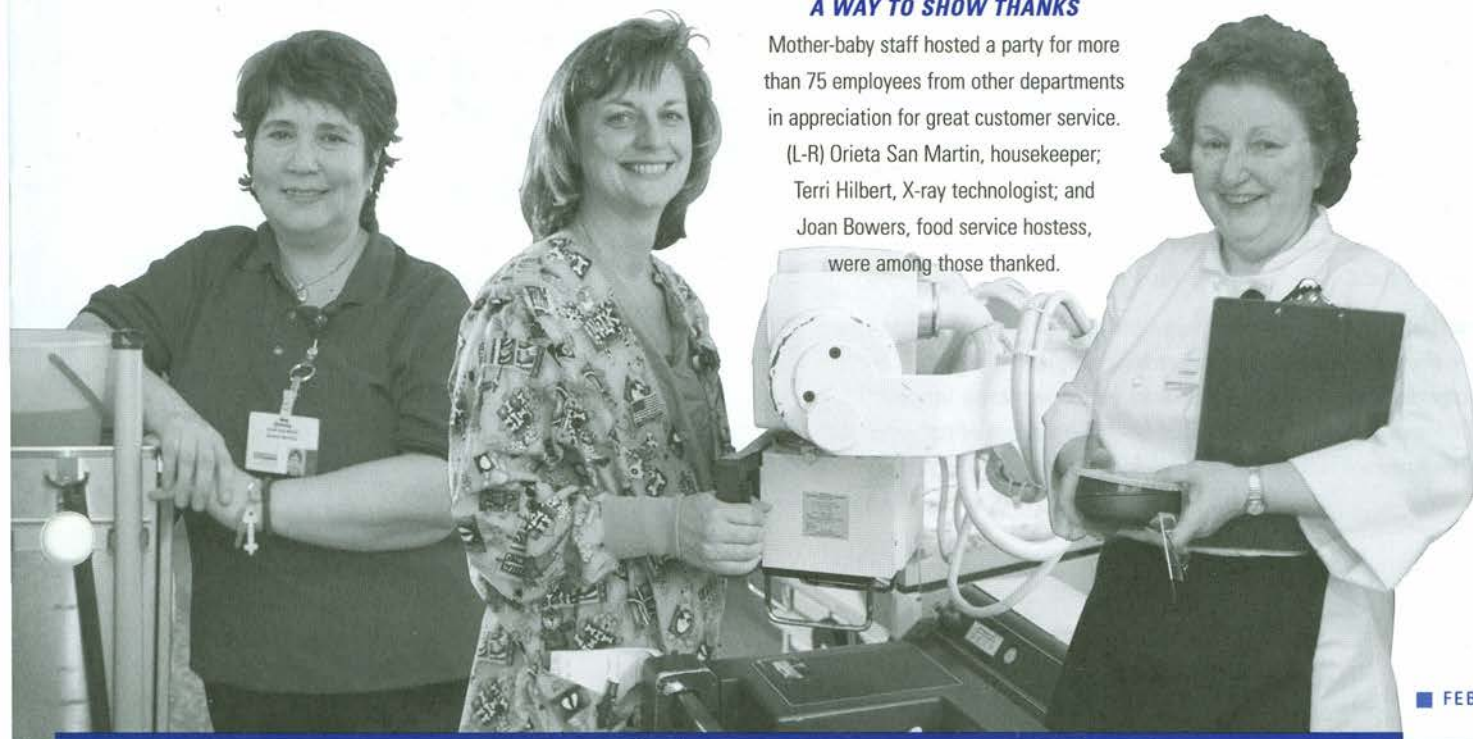
It’s that kind of attention to teamwork—and ultimately, patients—that keeps the mother-baby unit (MBU) humming. MBU staff recently thanked 75 employees from other departments for great colleague service with a special celebration.

You can “wow” your colleagues, too. Start with these tips:

- **Be solution driven.** The X-ray staff gets high marks from the MBU. “When we can’t take a baby for X-rays, they visit with the equipment,” says Connie Gioielli, R.N. “They’re very attentive, gentle and professional.”
- **Be consistent.** Whether equipment needs repairing by bio-med engineering or a spill needs to be cleaned by housekeeping, MBU can count on prompt, courteous service. “The service is *always* phenomenal,” says Linda Yost, R.N.
- **Give the VIP treatment.** Treat each other as VIPs—Very Individual People. Remember that PRIDE—Privacy, Respect, Involvement, Dignity and Empathy—is the cornerstone for great working relationships, too.
- **Have reasonable expectations.** “Everybody has busy days just like us,” Yost says. “We try to be patient and collaborate with our patients’ best interests at heart.”

A WAY TO SHOW THANKS

Mother-baby staff hosted a party for more than 75 employees from other departments in appreciation for great customer service. (L-R) Orieta San Martin, housekeeper; Terri Hilbert, X-ray technologist; and Joan Bowers, food service hostess, were among those thanked.



CALL HIM **MR. CLEAN**

TIDYING UP THE OR INSTRUMENTS IS NO SMALL TASK FOR PHIL BIGG AND THE LVH-MUHLENBERG STERILIZATION TEAM

Some are tiny as a clove. Others are rubbery as a snake. There are miniature cameras that explore the darkest recesses of the human body and needle-nosed tweezers with tips no thicker than a cat's whiskers.

These are the surgeon's tools of the trade, and Phil Bigg is on a first-name basis with just about every one. Bigg, a special processing technician at LVH-Muhlenberg, is part of a team that meticulously maintains and sterilizes hundreds of operating room instruments. After four years, he knows them so well, he assembles a surgical kit by heart, quickly checking off each item on an inventory list.

"Some of these instruments are like carpenter's tools and actually were adapted for surgery," says Bigg, pointing to a set of surgical chisels.

He should know. Prior to joining LVHHN eight years ago as a nursing assistant, Bigg attended Bethlehem Area Vocational-Technical School and worked in a local lumber yard. When the lumber yard closed, Bigg, also a volunteer emergency medical technician and firefighter in Bethlehem Township, saw a new career opportunity at LVHHN.

Instrument sterilization is a three-step process, beginning with an initial washing in the "dirty" room. Most instruments go in the large stainless steel machine—a hybrid between a dishwasher and laundry machine. Finer instruments are washed by hand.

From there, the instruments pass through the "clean" room, where they are inspected for wear and tear, assembled, inventoried, put into kits, sealed and sent downstairs for sterilization. After being sterilized by gas or steam of up to 270 degrees F, kits go to the "picking" room—a sterilized



A TIDY TASK

The journey to sterilizing the OR's instruments at LVH-Muhlenberg begins with special processing technician Phil Bigg in the "dirty" room.

tool shed for surgeons. Here, surgical technicians and nurses select kits for the next day's surgery.

Teamwork and attention to detail are essential for quality control, but camaraderie and humor help make long days pass easier. Bigg walks into the sterilization room and strikes up a friendly banter with fellow technician Alice Stephen. She is taking large blue pieces of paper cloth and wrapping sets of stainless steel surgical bowls.

"Nobody wraps as nice as Alice," Bigg teases.

Stephen tosses him a good-natured look and smiles. "We have fun," she says, "but we take our jobs seriously too because even though we're behind the scenes, we're vital to patient care."

Adds Bigg, "I feel good knowing that I'm making a difference. Hey, if it wasn't for us, they wouldn't have sterile instruments!"

Elizabeth McDonald

ALL YOU NEED IS

Love

Sharon Haupt, R.N., loved caring for moms and babies, and it showed. Her colleagues remember her gifts as a nurse, friend and a mother.

She could befriend the most challenging patient, bake an incredible vanilla crumb cake and belt out a mean karaoke rendition of Bruce Springsteen's, "Born in the U.S.A."

With her striking amber eyes and trademark pixie haircut, Sharon Haupt, R.N., was by all accounts, an extraordinary nurse, teacher, mentor and mother, who leaves a legacy of love.

A nurse on the mother-baby unit (MBU) for 12 years and at LVHHN for more than 19 years, Haupt and her husband, Kerry, were killed in a Christmas Eve auto accident in the Poconos. The couple were headed to their cabin, which they were building themselves.

"She just had an amazing way about her," says Beth Kushner-Giovenco, R.N. "Sharon was like a light that you'd be drawn to, and she gave so freely of herself."



NURSE TO NURSE—Sharon Haupt, R.N. (right), gave lots of TLC to new mom Michelle Lapp, R.N., labor and delivery at LVHHN, and her son, Evan, born on November 28, 2001. "Sharon exemplified all that a nurse should be," says Lapp. "She was friendly, caring and thorough. We lost someone very special."

"Her patients loved her," says Linda Permar, R.N. "She was nurturing beyond nurturing."

On the MBU, good food and a good laugh were always in abundance when Haupt was around. "We loved to laugh, and we loved to eat," says Deanna Shisslak, technical partner, smiling at the thought.

In addition to her customary cup of sugar-free hot chocolate, every morning at 7:45, Haupt and Alicia Lanze, administrative partner, bonded over scrambled eggs and chit-chat in the break room on MBU. Haupt's lunches, too, were legendary—a huge bagged salad with grilled chicken smothered in one of the many bottled dressings she kept in the refrigerator.

Haupt's gifts were many and she readily shared them with her patients, colleagues and family. She was an adoring mother who took the day off to celebrate her 22-year-old son's first teaching job. "She always paid it forward," says Shisslak, referring to the movie, "Pay It Forward," about the life-affirming consequences of good deeds.

Reflecting on Haupt's life and contributions, Kushner-Giovenco echoes the sentiments of others when she says, "This has made us reflect deeply on our own feelings and what kind of a legacy we want to leave."

On the MBU, life goes on, signaled by the lilting melody of Brahms's Lullaby heralding the birth of another baby. "Sharon loved babies and children. She found her place here," says Kushner-Giovenco wistfully. "It pains me to think she'll never hold her grandbabies, but I know she has a full nursery up there."

Elizabeth McDonald



TOUCHED BY AN ANGEL—The note on Sharon Haupt's locker reads, "Our angel guide us through our day." For Linda Permar, R.N. (left); Alicia Lanze, administrative partner; and the MBU staff, it is a comforting message.

**People from many departments
“cared” for residents evacuated
from Cedarbrook nursing home**

Blast forces Ceda

■ Nursing home transformer explosion cuts power, chases 500 from smoky buildings.

"Some of these pipes actually are
ing red," he said at the scene. "It's p
hot. It's pretty dangerous."

genes

By HANG NGUYEN
And KEITH HERBERT
Of The Morning

Behind the Scenes



Jose Gonzalez, supply distribution specialist



Ruby Ryan and Stella Snyder, page operators



Denise Torman, administrative partner,
4S at LVH-Muhlenberg

They arrived cold, scared and, for the moment, homeless. On Saturday night, Dec. 15, 2001, more than 500 residents evacuated Cedarbrook-Allentown senior citizens' home after an ignited transformer sent smoke and soot billowing through the building. At LVHHN, warmth, care and comfort awaited for 58 residents in need.

While physicians and nurses provided direct care, dozens of staff members supported their efforts, fetching equipment and medication, pulling medical records, answering calls and much more.

"You're safe and warm here."

Ambulances rushed residents to the LVH-Cedar Crest ED for immediate treatment, but only one of 12 had identification. In the confusion, Tom Reimer and Michalene Ross, associate chaplains, pastoral care, provided reassurance and guidance.

"Many residents were disoriented," Reimer says. "They didn't know what had happened. We let them know we were going to take care of them."

Reimer and Ross spoke with each patient, recorded their names and made lists. They made phone calls and searched

archived hospital records to find the resident's information and, if possible, a contact number—the link allowing them to let a relative know their loved one was safe.

Once patients were identified, staff needed to track down their history of care. Physicians needed the critical information quickly to assess patient well-being, order medication from the pharmacy and more. Lisa Romano, R.N., bed management manager, worked quickly with Cedarbrook staff to get the job done.

"Your first thought is action."

Upon arriving at LVH-Cedar Crest at 9 p.m., Tom Devine, shift coordinator, supply distribution services, knew what had to be done. "As soon as I received a page," he says. "I knew the ED would need supplies."

Devine, along with SDS specialists Jose Gonzalez, Cindy Montagner and Tyrel Ward, prepared extra ED code carts—complete with tubing, syringes, defibrillator pads—as a precaution. They delivered oxygen regulators for possible smoke inhalation victims.

NURSES CARING FOR CEDARBROOK SENIORS
Read the March issue of *Magnet Attractions* for the full story.

brook evacuation



in DISASTER

In all, the SDS crew made nearly 20 trips from SDS to the ER, often carrying everyday supplies we take for granted—wheelchairs, diapers, blankets, towels. They also packaged some of those supplies for transport to shelters housing other Cedarbrook residents.

"It's rewarding to know you've helped."

The phones lit up. Suddenly, dozens of people needed to be contacted. LVHHN page operators Stella Snyder and Ruby Ryan picked up the pace. There was no time for questions. They simply connected people.

"We knew something was going on," Snyder says. "But we didn't think 'emergency' until calls came for more litters."

Ryan and Snyder linked people to the emergency command center in the Cedar Crest ER. They paged physicians, nurses, department heads and, if necessary, called them at home to keep all apprised.

"It renews your faith."

Sunday morning, the smoke settled. Residents arrived at both LVH-Cedar Crest and LVH-Muhlenberg for temporary shelter. Unharmed by the fire, some wondered where they were, why they were here, would this be their temporary home. But one man had something else on his mind: shoes.

"His family bought him a nice pair of leather shoes as a gift," says Denise Torman, an administrative partner on 4-South at Muhlenberg. "He didn't know where they were."

With a helping hand from a Cedarbrook nurse assistant, Torman returned the man's prized possession by day's end. Her reward: a big hug and handshake before the resident returned to Cedarbrook on Tuesday.

Cedarbrook residents get interim homes



Michalene Ross, chaplain

"Our residents were thrilled to be back home for the holidays," says Gloria Zimmerman, director of Cedarbrook Nursing Homes. "The staff and residents are very grateful to all who helped, including Lehigh Valley Hospital and Health Network."

Kyle Hardner

MEDEVAC ADDS BERKS COUNTY BASE

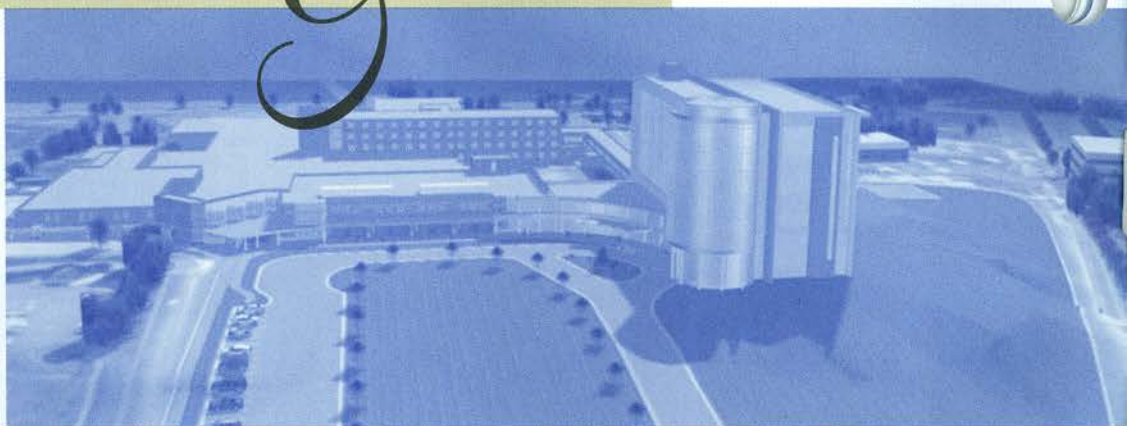
A quicker life-saving response for the community

Beginning in March, University MedEvac will have a base in Berks County. MedEvac made nearly 150 flights out of Berks last year, transporting trauma patients to LVHHN for life-saving treatment. Basing an additional helicopter in Berks will cut the flight time in half. This is the first time an air medical transport helicopter, a BK117, will be based in Berks County.



New Choice for Care & Career

LVH-MUHLENBERG'S
RENEWAL WITH A NEW
BUILDING AND SERVICES
PROVIDES ANOTHER
CHOICE FOR COMMUNITY
CARE AND EMPLOYEE
CAREER GROWTH



LVH-MUHLENBERG'S NEW LOOK—This is a preliminary rendering of LVH-Muhlenberg's new look from the front entrance of the ED and children's hospital. The new building is on the right and will house the new TCU, medical/surgical units and heart services.

Russ Sutton, R.N., helped open the ICU/coronary care unit (CCU) at LVH-Muhlenberg more than 18 years ago. Built as a skilled nursing unit, the space is now used to care for some of the most seriously ill patients in the hospital.

Over the years, Sutton has grown with the evolution of high-tech equipment that keeps his patients alive, and cares for more patients with more serious illness every day. Now, he's eager to use his experience to help

LVH's team design the ICU in a new building on LVH's Bethlehem campus.

"We'll need larger patient rooms to fit vents and monitors, wider doorways for rotational beds and other specialty beds, and a layout so nurses can have direct watch on patients," Sutton says about the planned eight-bed unit.

LVH-Muhlenberg will evolve dramatically during the next two years as the multistory building rises beside The Children's Hospital of Philadelphia Specialty Care Center on the campus's western edge. The 100,000-plus square-foot pavilion will house 56 beds for critical care, medical and surgical, and cardiac patients, with the top floor reserved for future expansion.

"This investment in the expansion and renewal of our Bethlehem campus will enable us to better serve our growing and

aging Northampton County community," says Elliot Sussman, M.D., LVH's president and CEO.

The \$39 million project includes expanding The Regional Heart Center to LVH-Muhlenberg, comprising two cardiac catheterization and electrophysiology labs with patient prep and recovery areas.

Patients will be able to undergo open heart surgery in a new OR in the current hospital starting this June. They will recover in the ICU/CCU, an eight-bed unit for general medical and surgical and acute cardiac patients, until the post-open heart unit opens in the new building.

"The physicians and community in Bethlehem and Northampton County have asked us to provide comprehensive cardiac care at LVH-Muhlenberg," says Lou Liebhaber, LVH's chief operating officer. "They deserve a choice about where they give or receive care."

Meanwhile, Sutton and his colleagues are learning to care for these patients and have the opportunity to care exclusively for heart surgery patients in the new unit. "It's nice that change brings the opportunity to learn new skills," he says, "and move to a different clinical setting."

Rob Stevens

Regional Heart Center Update

PCU Moves In

The progressive coronary unit (PCU) has a new home, completing the new Regional Heart Center's first phase at LVH-Cedar Crest.

The 32-bed section of the PCU opened last week on the third floor of the Jaendl Family Pavilion. The invasive cardiology staging and recovery unit is temporarily relocated on the third floor-wing of the main hospital.

The final stages of the \$29 million center opens in April 2003. Designed with staff, physicians and patient input, the 57,000-square-foot facility will feature innovative cardiology services, private waiting areas and more treatment space.

The Heart of a Woman

Learn about Spirit of Women's new initiative in cooperation with The Regional Heart Center on page 10.

DESIGNING WOMAN

CoLoR, Texture, ART

...and careful planning help
Brenda Rocchino create
an environment that's more
hospitable than hospital

Outside Brenda Rocchino's office, sample chairs draped in plastic are lined up like candidates for a job interview.

With help from nurses in the cardiac care unit, Rocchino, a licensed interior designer in facilities and construction at LVHHN, will eventually choose the right one for new patient rooms in The Regional Heart Center at LVH-Cedar Crest.

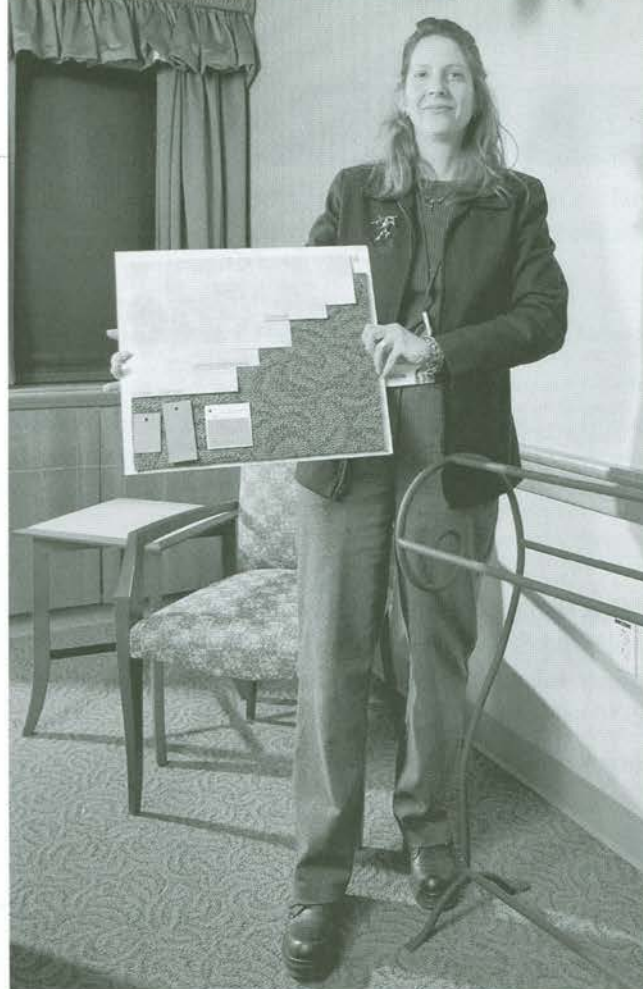
"Heart patients have unique requirements," Rocchino says. "That's why input from nurses is so important. I couldn't do it without them."

From project design to wall clocks, artwork, bedspreads and more, Rocchino is part of a team helping to define the LVHHN experience for patients, their families and staff. Project managers, architects, engineers, an in-house building codes "guru" and communications consultants all work closely with clinicians to strike a balance between form and function, durability and design.

Often, that requires a creative approach. When Rocchino worked on the new Sleep Disorders Center at LVH-17th & Chew, she chose "homey" bedspreads but realized they wouldn't hold up to the hospital's strong laundry detergents. Her solution? After patients check in, staff drape the bedspreads over wrought iron comforter stands for a bed-and-breakfast touch without the wear and tear.

CoLoR in HEALING

In Brenda Rocchino's world, knowing what colors *not* to choose is as important as knowing what to choose. "Blue," she says, "is calming but you have to be careful where you use it because it reflects on patients' skin, making them look pale." Yellow is an agitating color, she says, and orange stimulates hunger.



JUST LIKE HOME—Brenda Rocchino designed a cozy, restful environment at the Sleep Disorders Center at LVH-17th & Chew. Her goal is to do the same at the Center for Healthy Aging at LVH-17th & Chew, the expanded Regional Heart Center at LVH-Cedar Crest and the new building planned at LVH-Muhlenberg.

"The trend is to get away from the bus terminal look," says Rocchino. "We're creating more inviting spaces with richer fabrics and textures, updated colors and areas that will better serve our patients' families."

That means conveniences such as a kitchenette in the perinatal unit and sleep rooms in the expanded heart center at LVH-Cedar Crest. "For many patients who have been married 40 or 50 years, a hospital stay is the first time they're separated," she says. "We've added extra comfort to keep them together."

Although Rocchino doesn't always see it, she impacts healing in a subtle yet intimate way. That message hit home when she attended a national symposium on health care design. Keynote speaker and actor Ben Vereen credited his recovery from a stroke in part to the healing environment of his hospital.

"He told us that we need to affirm who we are and what we do because it's important," recalls Rocchino. "That was good to hear."

Elizabeth McDonald

Best Mom. Best Doctor. Best Friend.

ELIZABETH DELLERS, M.D., EARNS A SPIRIT OF WOMEN AWARD FOR CONTRIBUTIONS IN HER WORK, HOME AND COMMUNITY

She is Elizabeth Dellers, M.D., pathologist, mom, wife, mentor and friend. She says she's just an "ordinary woman," but people will tell you that her contributions are extraordinary in all her roles.

In fact, now she has one more title to her name—Spirit of Women Award winner.

"Liz takes on as much as she can," says Christina Zick, account executive, Health Network Laboratories. "Things that don't defeat her only make her stronger."

So, just who is Liz Dellers?

Dellers is the doctor behind the scenes and behind the microscope analyzing tissue, but she's keenly aware that each biopsy represents a person. "I always ask myself, 'What if this were my family member or even me?'" she says. "It makes my day when I see a healthy result."

Dellers understands what it's like to be the anxious person waiting for test results. She's been there with her two sons. Brian, 9, has mental retardation and Adam, 7, has cystic fibrosis.

Attending to their special needs requires flexibility—especially since her husband, Andrew Smith, is a full-time surgeon. How does she do it? "I just do," she says. "You do anything for your children."

Spirit of Women COMMUNITY AWARD WINNERS



Learn the stories of Abby Schafer (left), 17, of Schnecksville and Helen Barnes, 88, of Allentown in the March/April *Healthy You*.

Call 610-402-CARE for your passport, fact sheet and list of heart healthy classes.



DOC BEHIND THE MICROSCOPE

Pathologist Liz Dellers, M.D., is behind the scenes but on the forefront of caring in her work, home and community.

And she does it all by giving each child equal love and time. "I try to spend at least 10 minutes alone with each child every day," she says. "And we do fun family stuff on the weekends."

Dellers is a guiding light for other families who have children with special needs. "I like to help other parents get connected with the right services and resources." She often advises: "Don't compare your child to other children. Compare your child to your child. You'll better see how your child grows and improves."

Parents, colleagues and friends all look for Elizabeth's advice. She guides a friend through a family cancer experience. She mentors a colleague to challenge herself. "She gets fired up to learn and always passes the lessons on," Zick says. "Her boundless energy," says transcriptionist Pat Brack, "is amazing."

Pamela Maurer

SPIRIT OF WOMEN 2002

The Heart of a Woman

Most women don't know they are twice as likely to die from heart disease than all cancers combined.

Spirit of Women, a program of LVHNN, will help empower women to make positive changes through a passport program and conference from Oct. 24 to 26.

EARN PRIZES FOR HEART HEALTH

Sign up yourself, patients and friends for a free heart healthy passport. Track your heart healthy goals and habits, and earn prizes for achievements in a monthly drawing. *The grand prize: two paid entries to the conference.*

THE CONFERENCE

The conference ventures beyond the body into mind and spirit, providing activities that journey into all dimensions of a woman's heart. You'll explore your "heart" with other women, hear keynote speakers and engage in interactive workshops.



**SHE BROUGHT
CHRISTMAS CHEER
TO A NEEDY FAMILY**



Eileen Rugh, R.N.

It was about a week before Christmas, and Eileen Rugh, R.N., was making a "routine" discharge call to a family. She knew this family well—she cared for their son during his cancer experience and provided strength through their journey.

But she discovered something else about them that day—they were without a Christmas tree and decorations. Without question, Rugh, a Lehigh Valley Home Care and Hospice nurse, found a source to donate a tree, purchased ornaments and decorations, and delivered it all to the family's home. But she didn't stop there. She also ensured the child's wish list was fulfilled through the generosity of others.

Rugh's compassionate act likely would have gone unnoticed if not for data analyst Stephanie Mascavage, who overheard Rugh's conversation (and later helped Rugh purchase ornaments). Rugh says her act was "nothing heroic," but Mascavage and others say it was "phenomenal."

"She is dedicated to doing the right thing for her patients," says Deb Search, Rugh's supervisor. "She's very concerned about the health and welfare of all her families."

"That's what nursing is all about," Rugh says. "Caring for my patients comes first, and that includes more than just medical care."

Kyle Hardner

Congratulations to February's nominees:

Susan Galey, R.N., home care/hospice
*Nominated by Charlene Piro, Laura McHugh-Neary,
and Deborah Search, R.N.*

ASU OR Staff, LVH-17th & Chew
Nominated by Kay Fitch, R.N.

Too Busy?

NOT FOR WORKING WONDERS

Deb Bower sometimes wonders where all the time goes.

A technical reporting specialist in patient accounting during the day, she also takes courses and studies at night to enhance her accounting expertise.

Despite the added pressures, Bower finds time to think about Working Wonders.

"Sometimes I think of ideas when I'm driving between work and class," says Bower.

In fact, two of those ideas have been approved in the past year. Now, there is no more duplication of a financial report—it is now produced solely by patient accounting. And attorneys pay increased fees—now in line with other institutions—for billing records. *(She shared this idea with Sally McGinley.)*

There have been more ideas—Bower was also involved in two approved four years ago. "Sometimes the best Working Wonders are based on common sense, like process improvements," Bower says. "And everyone can play a part."

Bower is one of many who have helped save more than \$7 million since 1996 through Working Wonders. "And that's with 12 percent participation," says Jackie Straley, management engineering coordinator. "Imagine what we can save if we reach 30 percent."

Kyle Hardner

Debra Bower finds time amidst her busy schedule to "work wonders."



HOW WORKING WONDERS ADDS UP

IDEA Eliminate duplicate reports
BY Debra Bower
ESTIMATED ANNUAL SAVINGS \$920
AWARD AMOUNT \$96

IDEA Increased itemized bills fees charged to attorneys
BY Debra Bower and Sally McGinley
ESTIMATED SAVINGS (every three months) \$1,660
AWARD AMOUNT \$107

HATS OFF

LVHHN EARNS FIVE TOP AWARDS

LEAPFROG GROUP AWARDS FOR QUALITY

A coalition of more than 90 businesses (including AT&T, IBM, General Electric, General Motors) gives LVHHN high marks for patient safety and quality care. LVHHN met or exceeded the group's standards and is the only local hospital and among few in the state to be recognized.

LVHHN AMONG THE TOP 100

LVHHN has been named one of the country's Top 100 integrated health care networks. The rankings, by SMG Marketing Group, were published in the Jan. 7 issue of *Modern Healthcare Magazine*. LVHHN placed 35th out of 578 hospital systems nationwide.

MICU AMONG THE TOP 10

The MICU has been named one of the nation's Top 10 "Best Practice" ICUs by the National Coalition on Health Care, the Institute for Healthcare and the Society for Critical Care Medicine. LVH is the only hospital in Pennsylvania to be recognized and joins Johns Hopkins and Duke University.

TRAUMA HONORED FOR EDUCATION

The trauma department won the 2002 Community Health Education Award from the State Department of Health for its trauma injury prevention programs, reaching 4,000 children, teen-agers and senior citizens throughout the region last year.

EMPLOYEE RELATIONS GETS KUDOS

The Hospital and Health System Association of Pennsylvania awarded LVHHN for assessing employee satisfaction and organizational performance. LVHHN surveyed employees about satisfaction in 1999 and checked in again last year to help enhance communication, address key issues and create employee programs such as employee forums, SMILE scholarships, Reconnections, staff advisory groups, high caliber hiring and more.

Next month's CheckUp will feature the award-winning MICU staff and also employees who implement quality practices that earned the Leapfrog Award.

DOZENS OF VOLUNTEERS HELP STAMP OUT INFLUENZA

They came from different departments—from R.N.s to administrative assistants to accounting reps—united by a single cause: optimizing good community health. Together, nearly 60 volunteers donated their time and talent during the holidays to LVHHN's Community Influenza Program, organized by the infection control department. The response was overwhelming. "There was a line when I arrived at the Lehigh Valley Mall for one of the sessions," says Sharon Boley, a Health Network Labs account executive who volunteered. "We started 15 minutes early due to the turnout." Demand was so great, some employees who were shopping volunteered as well. LVHHN gave 836 free flu vaccinations in two days at the mall and 632 at the Allentown Farmers' Market. Add in shots given in LVHHN lobbies for a total of 2,240 people, a record number.

MEET LVHHN'S NEW PHYSICIANS

Family Practice



Gina M. Fitzsimmons, D.O.

Practice: Riverside Medical Associates

Education: University of Scranton; Philadelphia College of Osteopathic Medicine

Residency: St. Luke's Hospital, Allentown

Pathology



Stephen W. Wilz, M.D.

Anatomic Pathology—Genitourinary Pathology

Practice: Health Network Laboratories

Education: University of Cincinnati; Tufts University School of Medicine

Residencies & Fellowships: Massachusetts General Hospital; New England Deaconess Hospital

Surgery



Robert A. Kitei, M.D.

Ophthalmology

Practice: Bethlehem Eye Associates

Education: Muhlenberg College; Jefferson Medical College of Thomas Jefferson University

Residency: St. Luke's - Roosevelt Hospital Center

Fellowship: St. Christopher's Hospital for Children

Surgery



William J. Kitei, M.D.

Ophthalmology

Practice: Bethlehem Eye Associates

Education: St. Joseph's University; Jefferson Medical College of Thomas Jefferson University

Residency: University of Pennsylvania-Scheie Eye Institute



Eugene M. Saravitz Jr., M.D.

Ophthalmology

Practice: Bethlehem Eye Associates

Education: University of Scranton; Temple University School of Medicine

Residency: Mount Sinai Medical Ctr.

Fellowship: University of Nebraska Medical Center



Spage M. Yee, M.D.

Ophthalmology

Practice: Lehigh Valley Eye Physicians

Education: University of California at Los Angeles; Albert Einstein College of Medicine

Residency: Temple University Hospital

If you have news or a story idea for *CheckUp*, submit your suggestion by the 20th of the month for publication in the following month to Donna Karen Bobo, public affairs, 1770 Bathgate, using interoffice mail or e-mail, or by calling 484-884-4819. LVHHN is an equal opportunity employer. M/F/D/V

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DESIGNERS Christine Baldwin, Teresa Colbaugh



FEBRUARY 2002 SERVICE ANNIVERSARIES

Congratulations to the following employees on their February 2002 service anniversaries! Thank you for your continuing service to Lehigh Valley Hospital and Health Network.

30 YEARS OF SERVICE

Charles Lavenburg
Plant Engineering

25 YEARS OF SERVICE

Paula Bencik
Medical Records

Joseph A. Collette Jr.
Cardiac Cath Lab

Lynn Corcoran-Stamm
HIPAA

Delores C. Duffy
ASU-PACU/OR

Sharon K. Kistler
6B Medical/Surgical Unit

Patricia A. Knopf
Perinatal Unit

Linda A. Reinhard
Patient Accounting

Joseph S. Tomko
Pharmacy

20 YEARS OF SERVICE

Glenn J. Alpha
Supply Distribution Services

Debra A. Barraco
Cancer Data Management

Carla Sue Close
EEG

Frances E. Derhammer
Marketing/Public Affairs

Diane R. McHugh
Breast Health Services-17 & Chew

Stephanie L. Kita
Patient Care Services-3S

Sandra R. Kowalski
Lovar

Anthony A. Maini
Operating Room

Linda H. McCarthy
Cardio Vascular Unit-2S

Juliana Mohnhey
5B Medical/Surgical Unit

Carol A. Pasieka
Progressive Coronary Care Unit

15 YEARS OF SERVICE

Thomas W. Andrews
Supply Distribution Services

Teresa L. Beers
Nuclear Medicine

Kathy M. Briggs
Sterile Processing

Angela Deangelo
Home Care-Skilled Nursing

Deborah Knight
Operating Room

Debra A. Marakovits
Supply Distribution Services

Edward Matos
Post Anesthesia Care Unit

Donna D. Moyer
Human Resources Administration

Angela G. Papay
7C Medical/Surgical Unit

Marlene R. Pereira
Special Care Unit

Michele L. Robinson
Trauma Reg. Res. Ctr.

Elizabeth J. Schaefer
Radiology-Diagnostic

Janice M. Schuler
Acute Coronary Care Unit

Brenda A. Wisser
Home Care MSO Scheduling

Denise M. Wolst
Speech Therapy

10 YEARS OF SERVICE

Phyllis R. Dalton
7B Medical/Surgical Unit

Margaret F. Deets
Partial Hosp. Adult Psych.

Vincent Dunton
Information Services Operations

Zana W. Kist
HSMP-G&A Patient Acct.

Patricia P. Marth
College Heights OB/GYN

Tracie Trinchere
Vascu/Interventional Radiology

5 YEARS OF SERVICE

Jesulito P. Acance
3C Staging/Monitored Unit

Joseph Bedics
Plant Operations

Rebecca J. Beltzner
HSMP Allentown Patient Services

Elizabeth K. Cascino
Obstetrics

Patricia A. Chromczak
CHOP Specialty Care

Byron George
Housekeeping

JoAllen Gioia
HBSNF

Kristine A. Gulotta
Neonatal ICU

Susan Hecker
HBSNF

Susan L. Hontz
Breast Health Services-17 & Chew

Karolyn A. Igo
Medical Records Transcription

Karen Karo
Nursing Float Pool Cluster J

Rebecca S. Kollar
Transitional Trauma Unit

Marcie A. Krum
Operating Room

Hollace Lewis
Occupational Health

Sandra Pearl
Base Service Unit

Evamarie Poliquin
Radiology-Diagnostic

Lisa Marie Smith
Physical Medicine

Linda W. Stambaugh
Occupational Therapy

Kristen Trombley
Physical Therapy

Patient Library Seeking Donations

Patient services is seeking VHS tapes, books, compact discs and cassette tapes to stock a new library at LVH-Muhlenberg. Items collected will be used in the patient room service program. Drop off your donations at the LVH-Muhlenberg front desk or at the LVH-Cedar Crest volunteer office.

For information, call Mary Ellen Bedics at 484-884-2228 or e-mail her at mary_ellen.bedics@lvh.com.

Easter Flower Sale

March 20 & 21

Wednesday, March 20 • Noon - 8 p.m.

LVH-Muhlenberg, lobby

Thursday, March 21 • 8 a.m. - until all flowers are sold

LVH-Muhlenberg, lobby

Proceeds benefit The Auxiliary of Lehigh Valley Hospital-Muhlenberg

Spring Flower Sale

March 25 & 26

Monday, March 25 • 7 a.m. - 4 p.m.

LVH-17th & Chew, lobby

LVH-Cedar Crest, lobby

Tuesday, March 26 • 7 a.m. - 4 p.m.

LVH-Cedar Crest, lobby

Proceeds benefit The Auxiliary of Lehigh Valley Hospital

Art at the Oscars

April 5

Friday, April 5

A fund-raising auction to benefit Friends of Nursing

Preview 6:30 p.m. • Auction 7:30 p.m.

The auctions will feature 200 custom-framed watercolors, serigraphs, lithographs and etchings. A "Collector's Club Corner" will feature nationally and internationally known artists.

Ticket cost: \$25 (includes food and beverages)

Call professional development at 610-402-1704.

In March's Check-Up

- **John Fitzgibbons, M.D.,** and **Will Miller, M.D.,** will be featured as the holders of the latest \$1.5 million Leonard Parker Pool Endowed Chairs, in medicine and family practice respectively.
- **Nancy Stevens, R.N.,** a pioneering patient representative who started the department here, and her colleagues reflect as she retires after 40 years of service.
- A patient and her family talk about how the **award-winning MICU team** provided life-saving care.

*John Fitzgibbons, M.D.,
with his "pool" chair,
awaiting the real thing.*

